

Department of Public Utilities

Department Description

The Department of Public Utilities protects surface water quality, promotes public health and safety, and sustains economic development by:

- Collecting and treating wastewater generated within the City of Columbus, 22 suburban communities and unincorporated areas of Franklin County suffering from failing wastewater treatment systems
- Providing abundant, safe and reliable drinking water within the City of Columbus and 23 suburban communities
- Managing stormwater to mitigate flooding and water quality impacts
- Educating the public on watershed stewardship and water conservation
- Regulating industrial water pollution discharged to sewers
- Supporting fire suppression activities with reliable fire hydrants
- Lighting streets for vehicle safety and pedestrian security
- Offering dependable electrical power at a competitive price

Department Mission

To preserve and enhance the quality of life for people living, working and raising families in Central Ohio through the economic, efficient and environmentally responsible management of superior public utilities.

Department Goals, Objectives and Performance Measures

Goal: To enhance public safety

Performance Objectives	Performance Measures	2001 Actual	2002 Expected
Increase the percent of citizens reporting an enhanced feeling of motoring and pedestrian safety due to streetlights	Percent of citizens reporting an enhanced feeling of motoring and pedestrian safety (Citizen Satisfaction Survey)	N/A	90% of respondents indicated that street lighting makes streets either "much safer" or "somewhat safer" for pedestrians and motorists
Maintain at zero the number of reported fire suppression problems resulting from out-of-service fire hydrants	Number of problems	0	0

Goal: To protect public health

Performance Objectives	Performance Measures	2001 Actual	2002 Expected
Maintain at zero the number of incidences of water borne diseases as reported by the Columbus Health Department	Number of incidences	0	0
Maintain at zero the number of violations of the Safe Drinking Water Act	Number of violations	0	0

Goal: To protect the environment

Performance Objectives	Performance Measures	2001 Actual	2002 Expected
Maintain at zero the number of problems associated with unsafe wastewater effluent	Number of problems	0	0
Decrease the number of National Pollutant Discharge Elimination System Permit violations	Number of violations	0	0
Decrease the number of sewer system overflows	Number of dry weather overflows Number of wet weather overflows	Dry weather overflows: 38 Wet weather overflows: N/A	Dry weather overflows: N/A Wet weather overflows: N/A

Goal: To ensure a high level of customer satisfaction

Performance Objectives	Performance Measures	2001 Actual	2002 Expected
Decrease the number of sewer complaint calls and instances of emergency response	Number of calls and instances of response	12,066	16,393
Decrease the number of customer complaints about flooding	Number of complaints	N/A	1,016

Goal: To provide cost effective utility services to customers

Performance Objectives	Performance Measures	2001 Actual	2002 Expected
Limit percent of annual rate increases to rate of inflation and/or consumer price index	Percent of annual rate increase after adjusting for costs to implement EPA mandated programs	Water Increase: 0% Sanitary Increase: 0% Storm Increase: 12.5%	Water Increase: 0% Sanitary Increase: 0% Storm Increase: 9.5% Note: Reflects actual 2002 rate increases that became effective January 1, 2002

Strategic Priorities for 2003

From the Columbus Covenant:

Customer Service

The Division of Water will continue consolidation of customer service sections for enhanced service.

The Division of Water will reduce the size of its field crews to enable expansion of crews dedicated to direct customer service.

The Division of Water will enhance the customer's ability to access information on their utility account and provide increased options for bill payment. For example, the number of "cashpoint" locations (remote sites at which water bill payments may be made) will be expanded. Additionally, cashpoint locations will begin taking city electric payments.

The Division of Electricity will continue to develop a key-accounts program for larger commercial customers marketing the "questline" 24-hour hotline service, energy audits and a new Internet based metering program.

The Division of Electricity is investigating interactive Internet programs such as on-line account changes and customer surveys. The division web site continues to be developed with the addition of a video to the links.

The department will examine the results of its intra-departmental customer satisfaction survey and assess where changes are feasible and necessary. The Public Utilities departmental web site will be enhanced.

Neighborhoods

The Division of Sewerage and Drainage will continue its neighborhood-focused stormwater program to mitigate flooding in residential areas.

Water and sewer line rehabilitation projects will be undertaken to maintain a solid infrastructure in residential areas.

The department will continue to provide representation to the city's "Neighborhood Pride" program.

The department will continue to meet with neighborhood associations and groups on utility projects.

Safety

The implementation of the city's street lighting program, "Project 2020," will continue, with the projected installation of 1,300 streetlights.

The Division of Water will assess its risk to terrorist attack in order to assure the safety and economic stability of the Central Ohio area.

Economic Development

Potable water and sanitary sewer services will be provided in all parts of the Columbus Metropolitan Area to attract and retain business to the area.

The Division of Sewerage and Drainage will implement projects to expand capacity at wastewater treatment plants and the sanitary and stormwater collection systems to accommodate growth both in the central city and in outlying areas.

The Division of Water will continue its work on the up-ground reservoir, as well as the south wellfield, to ensure adequate water supply for growing populations in the central city and in outlying areas.

Education

The Division of Water's conservation program, whereby consumers are educated on the methods and benefits of conserving water, will continue as will visits to local schools by "Drip Tracer," the Water Division mascot, to promote water conservation among school-age children.

The Division of Electricity will provide the "electrical safety" program, geared towards school-age children.

The Division of Electricity will sponsor spring energy workshops and a summer energy camp in conjunction with the Ohio Energy Project.

The Division of Electricity, the Columbus Public Schools, the Ohio Energy Project, the Ohio Department of Development and the Foundation for Environmental Education are developing a solar project at a Columbus school. The panels are linked to an Internet site to help students understand the impact of photovoltaics.

The Division of Sewerage and Drainage will continue its education initiative on non-point pollution, entitled "We All Live Downstream."

Peak Performance

Water will continue its competitiveness and efficiency project through implementation of cost-saving measures.

The Sewer Division's teamwork and efficiency training will continue, along with implementation of cost-saving measures as determined by newly trained employees.

The Division of Electricity's revenue base will be enhanced through growth of the customer base.

2003 Budget Issues

- For 2003, the sewer and water advisory board (SWAB) has recommended to Columbus City Council rate increases of five percent for water, sanitary sewer services and stormwater sewer services. Sanitary sewer rates have not been increased since 1997 and water rates not since 1999.

Director's Office

- The recommended funding for the Public Utilities Director's Office supports ten full-time employees. As has been the case since 1990, the costs associated with operations of this division are allocated based on revenues to the operating divisions within the department.

Water

- The Division of Water is in its fourth year of employee-led reorganization and re-engineering. Through this process, employees are engaged in a competitive process, with about 15 percent participating directly at any one time on formal working committees designed to improve work processes, increase communication, enhance customer service and reduce the annual operating budget by \$15 million over a 5-year period.
- Continuation of the Water Division's service level is funded, with 535 full-time and 30 part-time employees budgeted. It has reduced its staff by 14 full-time employees in the last year, through use of the competitiveness program. This reduction is mainly the result of the division's vacancy committee, an employee-driven committee which reviews and decides on the filling of each vacancy.
- Funding is continued for a comprehensive customer education program regarding water conservation, water quality, water regulations and water supply resources.
- Funding is maintained in the Division of Water's budget for the maintenance and security of grounds, buildings and dams at Griggs, O'Shaughnessy and Hoover reservoirs.

Sewerage and Drainage

- The Division of Sewerage and Drainage continues to pursue its "kaizen express" project, aimed at optimizing operations, reducing expenditures and promoting teamwork. To date, the division has reduced staffing levels by

approximately 51 full-time positions (through attrition) for an approximate savings of \$7.8 million. Additionally, changes in treatment processes at both wastewater treatment plants will save approximately \$1.0 million annually.

- Continuation of service levels is supported by recommended funding in the Division of Sewerage and Drainage, with a total of 516 full-time and 5 part-time budgeted positions, a reduction of 10 positions from the 2002 budgeted level.

Electricity

- The 2003 budget supports 129 full-time positions in the Division of Electricity.
- The Division of Electricity has been successful in adding new customers, thereby ultimately reducing its reliance on the special income tax fund transfer.
- Purchase power is projected to total nearly \$36.5 million in 2003. This projection is based on an average price of \$40.00 per megawatt hour.
- The Division of Electricity's 2003 budget provides continued funding for project 2020, a comprehensive plan to install streetlights on 100 percent of city streets by the year 2020. At present, the portion of project 2020 that represents its central core is "lighted" or complete. In the future, division project plans include areas beyond the city core in the west, east, south and north.

Stormwater

- Funding for the Stormwater section is provided in 2003 for 37 full-time and 1 part-time position, the same levels as were funded in 2002. In response to high citizen demand for storm drainage improvements, the division has accelerated some projects within the current capital improvements plan.

DEPARTMENT FINANCIAL SUMMARY

DIVISION SUMMARY	2000 Actual	2001 Actual	2002 Appropriated	2002 Estimated	2003 Proposed
Public Utilities Director	\$ 716,759	\$ 893,269	\$ 1,012,735	\$ 931,853	\$ 1,115,875
Sanitary Sewers	123,699,420	131,069,192	140,582,197	136,059,210	150,876,799
Electricity	55,537,733	58,311,521	64,086,161	63,697,155	67,941,962
Water	98,675,371	97,855,989	107,250,106	105,429,444	109,872,677
Storm Sewers	16,560,452	15,664,219	17,937,222	17,495,710	18,723,968
TOTAL	\$ 295,189,735	\$ 303,794,190	\$ 330,868,421	\$ 323,613,372	\$ 348,531,281

On the above departmental summary charts, the expenditure level within the storm special revenue fund includes \$8,500,768 in 2000, \$8,000,000 in 2001, \$8,500,000 estimated for 2002 and \$8,500,000 in 2003 for storm sewer maintenance and design costs. These expenditures are also included within the sewer enterprise fund, since the sewer enterprise fund is reimbursed for these expenditures. Historical expenditures for Water and Sewers include transfers to reserves. Expenditure history is presented on a cash basis so that expenditure totals match the various utility fund pro formas.

DIVISION SUMMARY BY CHARACTER

ADMINISTRATION EXPENDITURES SUMMARY	2000 Actual	2001 Actual	2002 Appropriated	2002 Estimated	2003 Proposed
Personnel	\$ 648,979	\$ 840,841	\$ 927,790	\$ 863,707	\$ 1,022,682
Materials & Supplies	3,146	3,644	14,952	8,404	10,040
Services	64,634	48,784	69,993	59,742	70,153
Other	-	-	-	-	-
Capital	-	-	-	-	13,000
Transfers	-	-	-	-	-
TOTAL	\$ 716,759	\$ 893,269	\$ 1,012,735	\$ 931,853	\$ 1,115,875

Expenditure history is presented on a cash basis so that expenditure totals match the various utility fund pro formas.

DIVISION SUMMARY BY CHARACTER

WATER EXPENDITURES SUMMARY	2000 Actual	2001 Actual	2002 Appropriated	2002 Estimated	2003 Proposed
Personnel	\$ 27,787,516	\$ 29,887,602	\$ 32,505,546	\$ 30,852,132	\$ 33,705,086
Materials & Supplies	9,500,487	9,592,277	13,167,670	13,144,545	13,716,555
Services	18,034,711	19,333,555	23,240,448	22,091,874	22,196,057
Debt Principal	18,752,775	18,713,265	18,658,345	19,686,802	19,537,880
Other	2,057,731	149,889	100,000	470,355	120,000
Capital	2,271,515	1,525,795	1,294,586	1,391,198	1,611,106
Interest	13,386,620	10,646,971	11,358,801	10,867,828	11,952,083
Transfers	6,884,016	8,006,634	6,924,710	6,924,710	7,033,910
TOTAL	\$ 98,675,371	\$ 97,855,989	\$ 107,250,106	\$ 105,429,444	\$ 109,872,677

Expenditure history is presented on a cash basis so that expenditure totals match the various utility fund pro formas.

DIVISION SUMMARY BY CHARACTER

SANITARY EXPENDITURES SUMMARY	2000 Actual	2001 Actual	2002 Appropriated	2002 Estimated	2003 Proposed
Personnel	\$ 28,528,975	\$30,492,604	\$ 31,886,335	\$ 30,996,913	\$ 33,960,905
Materials & Supplies	5,569,748	5,457,065	5,706,984	5,592,834	5,184,454
Services	27,389,203	31,752,271	29,897,492	31,244,771	34,257,056
Debt Principal	25,740,670	28,014,395	30,162,187	29,130,375	33,204,698
Other	80,572	139,064	260,000	453,713	345,000
Capital	3,174,383	1,673,088	3,647,630	2,462,685	4,755,950
Interest	16,303,001	17,351,571	21,907,774	19,056,101	23,168,936
Transfers	16,912,869	16,189,136	17,113,795	17,121,818	15,999,800
TOTAL	\$ 123,699,420	\$131,069,192	\$ 140,582,197	\$ 136,059,210	\$ 150,876,799

Expenditure history is presented on a cash basis so that expenditure totals match the various utility fund pro formas.

DIVISION SUMMARY BY CHARACTER

STORMWATER EXPENDITURES SUMMARY	2000 Actual	2001 Actual	2002 Appropriated	2002 Estimated	2003 Proposed
Personnel	\$ 1,866,987	\$ 1,885,763	\$ 2,263,071	\$ 1,988,390	\$ 2,369,111
Materials & Supplies	15,375	13,716	20,000	14,130	27,000
Services	10,529,159	9,204,934	10,723,000	10,514,925	10,939,578
Other	704,594	24,962	10,000	153,828	55,000
Capital	23,382	-	-	-	-
Transfers	3,420,955	4,534,845	4,921,151	4,824,437	5,333,279
TOTAL	\$ 16,560,452	\$ 15,664,219	\$ 17,937,222	\$ 17,495,710	\$ 18,723,968

Expenditure history is presented on a cash basis so that expenditure totals match the various utility fund pro formas.

DIVISION SUMMARY BY CHARACTER

ELECTRICITY EXPENDITURES SUMMARY	2000 Actual	2001 Actual	2002 Appropriated	2002 Estimated	2003 Proposed
Personnel	\$ 7,548,906	\$ 7,452,049	\$ 8,602,743	\$ 7,682,167	\$ 8,549,607
Materials & Supplies	32,781,186	33,492,296	36,502,935	34,944,774	37,103,498
Services	3,881,859	4,376,528	5,149,133	5,195,299	5,622,500
Debt Principal	4,532,941	6,855,387	8,464,198	8,476,112	8,557,364
Other	100,764	118,933	128,000	175,370	139,000
Capital	445,764	848,557	2,245,000	1,220,839	2,096,500
Interest	1,806,956	2,403,745	2,994,152	2,943,728	2,626,328
Transfers	4,439,357	2,764,025	-	3,058,866	3,247,165
TOTAL	\$ 55,537,733	\$ 58,311,521	\$ 64,086,161	\$ 63,697,155	\$ 67,941,962

The transfer category contains the projection of kilowatt hour taxes, which are not included in Electricity 2003 appropriations.

Expenditure history is presented on a cash basis so that expenditure totals match the various utility fund pro formas.

DEPARTMENT SUMMARY BY FUND

FUND SUMMARY	2000 Actual	2001 Actual	2002 Appropriated	2002 Estimated	2003 Proposed
Sewer Operations	\$ 124,037,090	\$ 131,575,205	\$ 141,095,748	\$ 136,534,026	\$ 151,442,657
Water Operations	98,940,870	98,124,663	107,583,202	105,732,921	110,239,692
Electricity Operations	55,651,322	58,430,103	64,252,249	63,850,715	68,124,964
Stormwater Management	16,560,452	15,664,219	17,937,222	17,495,710	18,723,968
TOTAL	\$ 295,189,735	\$ 303,794,190	\$ 330,868,421	\$ 323,613,372	\$ 348,531,281

Expenditure history is presented on a cash basis so that expenditure totals match the various utility fund pro formas.

DEPARTMENT PERSONNEL SUMMARY

DIVISION	FT/PT*	2000 Actual	2001 Actual	2002 Authorized	2003 Authorized
Public Utilities Director	FT	9	9	10	10
Sanitary Sewers	FT	527	507	537	537
	PT	9	9	18	18
Electricity	FT	121	113	148	148
	PT	1	1	6	6
Water	FT	529	529	546	546
	PT	27	27	30	30
Storm Sewers	FT	35	30	45	45
	PT	1	1	4	4
TOTAL		1,259	1,226	1,344	1,344

*FT=Full-Time PT=Part-Time

PROGRAM SUMMARY - DIRECTOR'S OFFICE

Program/Activity	Description	FT	2002 Budgeted		FT	2003 Budgeted	
			PT	Proposed		PT	Proposed
Administration	Promotes public health and safety by overseeing and coordinating water, wastewater, storm water and electric services.	10	-	\$ 1,012,735	10	-	\$ 1,115,875
TOTAL		10	-	\$ 1,012,735	10	-	\$ 1,115,875

Public Utilities

PROGRAM SUMMARY - WATER DIVISION							
Program/Activity	Description	FT	2002 Budgeted PT	Proposed	FT	2003 Budgeted PT	Proposed
Administration	Manages the daily operations of the division in support of the other programs.	36	17	\$ 45,666,972	39	13	\$ 48,914,573
Customer Service	Ensures that customer needs are addressed and that adequate revenues are collected to continue effective operation of the Divisions of Water and Sewerage and Drainage.	158	2	13,808,610	168	5	15,639,838
Supply	Promotes the health and safety of residents of the Columbus Metropolitan Area through the treatment of raw water.	176	5	28,144,766	167	3	28,677,488
Distribution	Promotes the health and safety of the residents of the Columbus Metropolitan Area by providing access to a potable water supply.	179	13	19,629,758	161	9	16,640,778
TOTAL		549	37	\$ 107,250,106	535	30	\$ 109,872,677

PROGRAM SUMMARY - SANITARY SEWERS DIVISION							
Program/Activity	Description	FT	2002 Budgeted PT	Proposed	FT	2003 Budgeted PT	Proposed
Administration	Manages the daily operations of the division in support of the following programs.	85	2	\$ 93,869,716	80	-	\$ 98,473,111
Wastewater Collection	Combines the functions of Engineering and Design, System Maintenance, and Support Systems.	198	1	15,560,030	198	2	17,573,606
Wastewater Treatment	Promotes the health and safety of residents of the Columbus Metropolitan Area through the treatment of wastewater.	243	2	31,452,451	238	3	34,830,082
TOTAL		526	5	\$ 140,882,197	516	5	\$ 150,876,799

PROGRAM SUMMARY - STORMWATER SEWERS DIVISION							
Program/Activity	Description	FT	2002 Budgeted PT	Proposed	FT	2003 Budgeted PT	Proposed
Stormwater	Minimizes the incidence of flooding within the corporate limits of Columbus. Operates the stormwater management program and the capital improvement planning to eliminate existing problems and to meet future needs with respect to system growth.	37	1	\$ 17,937,222	37	1	\$ 18,723,968
TOTAL		37	1	\$ 17,937,222	37	1	\$ 18,723,968

PROGRAM SUMMARY - ELECTRICITY DIVISION							
Program/Activity	Description	FT	2002 Budgeted PT	Proposed	FT	2003 Budgeted PT	Proposed
Administration	Manages the daily operations of the Electricity Division through the provision of staff for management, fiscal, personnel, and public relations services in support of street lighting and electricity distribution.	46	6	\$ 18,373,219	46	4	\$ 19,499,343
Electricity Distribution	Promotes public safety through the provision of street lights. Designs, constructs, maintains and operates the street lighting system throughout the City of Columbus.	73	-	43,452,003	63	1	46,064,650
Street Lighting	Defrays the cost of street lighting through the retail sale of electricity. Maintains a strong customer base and secures adequate purchase power contracts to serve customers.	29	-	2,260,939	20	-	2,377,969
TOTAL		148	6	\$ 64,086,161	129	5	\$ 67,941,962